

CLAIMS

WHAT IS CLAIMED IS:

1. A telecommunication system for transmitting customer data corresponding to a customer, to an agent of an automatic call distributor (ACD), the ACD connected to the telecommunication system through a public switched telephone network (PSTN), the telecommunication system comprising:

a customer data processor configured to handle two way communication between the customer and the agent of the ACD, the customer data processor configured to store and process customer data provided by the customer;

a data encrypter operatively coupled to the customer data processor and configured to encrypt the customer data;

the customer data processor configured to transmit the encrypted customer data to the ACD upon receiving a predetermined signal; and

a customer data interpreter operatively coupled to the ACD for receiving and decrypting the encrypted customer data to facilitate presentation of the customer data to the agent.

2. The system according to claim 1 wherein the ACD transmits the predetermined signal to the customer data processor causing the customer data to be automatically transmitted to the ACD and presented to the agent.

3. The system according to claim 1 wherein the customer data is sent to the ACD prior to the two way communication between the customer and the agent.

4. The system according to claim 1 wherein the customer data is automatically transmitted to the agent of the ACD prior to a voice communication between the customer and the agent.

5. The system according to claim 1 wherein the customer data is sent to the ACD during the two way communication between the customer and the agent.

6. The system according to claim 1 wherein the customer data is sent to the ACD substantially simultaneously with the two way communication between the customer and the agent.

7. The system according to claim 1 wherein the customer data is automatically transmitted to the agent of the ACD after voice communication between the customer and the

agent has terminated.

8. The system according to claim 1 wherein the customer issues the predetermined signal to facilitate automatic transmission of the customer data to the ACD.

9. The system according to claim 1 wherein the customer data is selected from the group consisting of a name, address, telephone number, credit card number, customer purchase history, customer complaint history, preferred agent and customer preferences.

10. The system according to claim 1 wherein the ACD transmits a vendor identification code to the customer data processor, the vendor identification code identifying a specific vendor associated with the communication between the customer and the agent.

11. The system according to claim 10 wherein the customer data processor assigns one of a plurality of security levels to the vendor identification code.

12. The system according to claim 10 wherein one of a first security level, a second security level and a third security level is assigned to the vendor identification code, such that all of the customer data is transmitted to the agent if the vendor identification code is assigned the first security level, a predetermined portion of the customer data is transmitted to the agent if the vendor identification code is assigned the second security level, and none of the customer data is transmitted to the agent if the vendor identification code is assigned the third security level.

13. The system according to claim 1 wherein the customer data processor communicates with the ACD using a voice-over internet protocol (VOIP).

14. The system according to claim 1 wherein the customer data processor is a voice-over internet protocol (VOIP) telephone.

15. The system according to claim 1 wherein the customer data processor is contained within a voice-over internet protocol (VOIP) telephone.

16. The system according to claim 1 wherein the customer data processor includes a computer and a modem configured to facilitate communicate between the customer and the agent of the ACD.

17. The system according to claim 1 wherein the customer data processor is operatively coupled to a POTS (plain old telephone service) device.

18. The system according to claim 17 wherein the customer data processor transmits the customer data using a plurality of DTMF tones.

19. The system according to claim 1 wherein the customer data processor is operatively coupled to a mobile telephone.

20. The system according to claim 1 wherein the customer data processor is contained within the mobile telephone.

21. The system according to claim 1 wherein the customer data computer is contained within a personal digital assistant (PDA) operatively coupled to a mobile telephone such that the PDA contains the customer data.

22. A telecommunication system for transmitting customer data corresponding to a customer, to an agent of an automatic call distributor (ACD), the ACD connected to the telecommunication system through a public switched telephone network (PSTN), the telecommunication system comprising:

a telephonic communication device configured to handle two way communication between the customer and the agent of the ACD;

a customer data processing means for storing and processing customer data provided by the customer;

the customer data processing means operatively coupled to the telephonic communication device;

the telephonic communication device encrypting the customer data and transmitting the encrypted customer data to the ACD upon receiving a predetermined signal; and

a customer data interpreter operatively coupled to the ACD for receiving and decrypting the encrypted customer data to facilitate presentation of the customer data to the agent.

23. A telecommunication system for transmitting customer data corresponding to a customer, to an agent of an automatic call distributor (ACD), the ACD connected to the telecommunication system through a public switched telephone network (PSTN), the telecommunication system comprising:

a telephonic communication device adapted to handle communication between the customer and the agent of the ACD using voice-over internet protocol (VOIP);

a customer data processor operatively coupled to the telephonic communication device for storing and processing customer data provided by the customer;

a data encryption device operatively coupled to the customer data processor and

configured to encrypt the customer data;

the telephonic communication device configured to transmit the encrypted customer data to the ACD upon receiving a predetermined signal; and

a customer data interpreter operatively coupled to the ACD configured to receive and decrypt the encrypted customer data and present the customer data to the agent.

24. A method for transmitting customer data corresponding to a customer, to an agent of an automatic call distributor (ACD), the ACD connected to the telecommunication system through a public switched telephone network (PSTN), the method comprising the steps of:

providing a voice-over internet protocol (VOIP) communication device, the VOIP communication device adapted to handle communication between the customer and the agent of the ACD;

storing customer data provided by customer, in a customer data processor of the telephonic communication device, the customer data processor operatively coupled to the telephonic communication device;

encrypting the customer data;

transmitting the encrypted customer data to the ACD upon receiving a predetermined signal;

receiving and decrypting the customer data by a customer data interpreter, the customer data interpreter operatively coupled to the ACD; and

presenting the decrypted customer data to the agent of the ACD.

25. The method according to claim 24 wherein the ACD transmits the predetermined signal to the customer data processor causing the customer data to be automatically transmitted to the ACD and presented to the agent.

26. The method according to claim 24 wherein the customer data is automatically transmitted to the agent of the ACD prior to a voice communication between the customer and the agent.

27. The method according to claim 24 wherein the customer issues the predetermined signal to facilitate automatic transmission of the customer data to the ACD.

28. The method according to claim 24 wherein the customer data is selected from the group consisting of a name, address, telephone number, credit card number, customer purchase

history, customer complaint history, preferred agent and customer preferences.

29. The method according to claim 24 wherein the ACD transmits a vendor identification code to the customer data processor, the vendor identification code identifying a specific vendor associated with the communication between the customer and the agent.

30. The method according to claim 29 wherein the customer data processor assigns one of a plurality of security levels to the vendor identification code.

31. The method according to claim 29 wherein one of a first security level, a second security level and a third security level is assigned to the vendor identification code, such that all of the customer data is transmitted to the agent if the vendor identification code is assigned the first security level, a predetermined portion of the customer data is transmitted to the agent if the vendor identification code is assigned the second security level, and none of the customer data is transmitted to the agent if the vendor identification code is assigned the third security level.

32. The method according to claim 24 wherein the customer data processor is operatively coupled to a POTS (plain old telephone service) device.

33. The method according to claim 32 wherein the customer data processor transmits the customer data using a plurality of DTMF tones.

34. The method according to claim 24 wherein the customer data processor is operatively coupled to a mobile telephone.

35. The method according to claim 24 wherein the customer data computer is contained within a personal digital assistant (PDA) operatively coupled to a mobile telephone such that the PDA contains the customer data.

36. A telecommunication system for transmitting customer data corresponding to a customer, to an agent of an automatic call distributor (ACD), the ACD connected to the telecommunication system through a public switched telephone network (PSTN), the telecommunication system comprising:

a customer processing means configured to handle two way communication between the customer and the agent of the ACD, the customer processing means configured to store and process customer data provided by the customer;

means for encrypting the customer data, the means for encrypting operatively coupled to the customer processing means;

the customer processing means configured to transmit the encrypted customer data to the ACD upon receiving a predetermined signal; and

a customer data interpreter operatively coupled to the ACD for receiving and decrypting the encrypted customer data to facilitate presentation of the customer data to the agent.

37. The system according to claim 36 wherein the ACD transmits the predetermined signal to the customer processing means causing the customer data to be automatically transmitted to the ACD and presented to the agent.

38. The system according to claim 36 wherein the customer issues the predetermined signal to facilitate automatic transmission of the customer data to the ACD.

39. The system according to claim 36 wherein the customer data is selected from the group consisting of a name, address, telephone number, credit card number, customer purchase history, customer complaint history, preferred agent and customer preferences.

40. The system according to claim 36 wherein the ACD transmits a vendor identification code to the customer processing means, the vendor identification code identifying a specific vendor associated with the communication between the customer and the agent.

41. The system according to claim 40 wherein the customer processing means assigns one of a plurality of security levels to the vendor identification code.

42. The system according to claim 36 wherein the customer processing means communicates with the ACD using a voice-over internet protocol (VOIP).

43. The system according to claim 36 wherein the customer processing means is a voice-over internet protocol (VOIP) telephone.

44. The system according to claim 36 wherein the customer processing means is contained within a voice-over internet protocol (VOIP) telephone.

45. The system according to claim 36 wherein the customer processing means is operatively coupled to a mobile telephone.

46. The system according to claim 17 wherein the POTS device includes a modem configured to convert the customer data into bitstream data and transmit the converted data to the ACD.